

INFORMATION SERVICES

POLICY COMMITTEE

REPORT

April 13, 2006

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Information Services

Policy Committee

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: April 13, 2006

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. InterLinc eGov

The new Water eBilling system was successfully deployed in late January 2006. Since that time over 1,000 customers have enrolled in MyInterLinc and have selected the eBilling/ePay option. Phase II of the InterLinc ActionCenter, Ombudsman System, will begin this summer. The updated Event Parking system that supports Season Husker Parking was placed into production last month. The Parks and Recreation eGov initiative has begun and the implementation of the new Season Pool Pass application will be made available this week. We plan to hold the Web Assistants Workshop this month with an alternate class next month for those who can not attend the first session. In addition, we are working on the Employee Service Center via MyInterLinc, which will make a variety of items available to the employees for self service, such as Payroll Information, Check Stubs, W2's and Personnel Information including document viewing.

2. Parking Tickets

We ordered the new Alltel Treo650's on 04/07/06 to replace the Cingular modem cards. I.S. met with the State NCJIS group last month and we continue to work with them on a real-time MVB access solution.

3. Lancaster County General Assistance

See ISPC status report and graph.

4. County Attorney/Public Defender Case Management System

See ISPC status report.

5. Fire Systems Rewrite

The Prime Imaging software upgrade and conversion was completed last month. This completes the new development effort for LFR. The entire system is now in support mode.

6. Empagio Beta Project

I.S. is currently negotiating a beta agreement for the new upgrade to the City/County Payroll system. (Formerly known as Tesseract). Their expectation is that we will beta test the software for 60 days beginning in June. In return, we will receive extended support on the release that would have expired this October, and free training on the new system that would have been priced at \$30,000.00. Technical details are being worked out and we should have an agreement to review and sign by the end of the month.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in March was 24.28% compared to 24.28% in February. Disk utilization is 36.3%, down from 37.0% last month.

The City Finance JDE AS/400 prime shift utilization in March was 8.11% compared to 9.31% in February. Disk utilization is 82.1%. We will begin to take a look at adding disk capacity to this AS/400 in the future. I have the RFP created to do an informal bid to add 24gb. This will fill all remaining open slots in the cabinet.

The CJIS Alpha Server prime shift utilization in March was 47% compared to 51% in February.

The IBM z/890 Enterprise Server prime shift utilization was 57.39% in March compared with 58.42% in February. There were 4,521,987 CICS transactions executed which included 1,685,924 web transactions.

PROJECT REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER CASE MANAGEMENT

Project Manager: Mark Wieting
Analyst: Jim Jambor

April 13, 2006

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

03/06 * defenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.

Future Events:

04/06 * We will decide if we want to pursue this system. If not, we will begin the design process in-house.

History:

10/03 * System requirements were completed and approved by both agencies. Project was put on hold by the County Board pending funding issues.

01/05 * Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05 * Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

- 11/05 *** The web shells were reviewed with staff from both County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.
- 12/05 *** Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick and Terry to discuss the feasibility of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.
- 01/06 *** We had a demo of defenderData on January 25th. I think everyone who took part was rather impressed, enough so that we have decided to pursue this a little farther. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.
- 02/06 *** Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.

GENERAL ASSISTANCE

Project Manager: Scott Zimmerman

April 13, 2006

Analyst:

Project Description:

This is a rewrite of the current Lancaster County General Assistance system which was implemented in the Fall of 1994. Over the years, the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although, this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims, and try to detect abuses of the program. The system will make use of CICS web shells to take advantage of the remote user capability.

Current Events:

03/06* The initial programming phase has been completed for all programs. The business rules still need to be added to each program as well as the navigation from panel to panel. A few minor database design issues still need to be addressed.

Future Events:

04/06* Continue with the programming phase of the project and have a system review with the General Assistance team.

History:

10/05* A requirements process was performed by interviewing participants of the GA program. The requirements were completed and presented to the GA monitoring committee on October 4th with an estimate of \$42,575. This was approved and passed along to the County Board where it was also approved.

11/05* The new tables for the GA system were created and conversion programs were written to populate the new tables.

12/05* 80% of the panels have been designed for the system. Programming will start as soon as the design for the rest of the panels is completed.

- 01/06*** The initial panel design has been completed and the programming phase has begun. After an internal review of the panels and system design, a few minor changes will need to be addressed before the programming can begin in full force.
- 02/06*** The initial programming phase has been completed for five programs and will continue for the remaining programs. A few minor database design issues still need to be addressed.